

EXHIBIT

9

A portion of this document has been redacted pursuant to the Stipulated Protective Order (Docket No. 66) (Aug. 30, 2012), ¶ 6. An unredacted version has been filed under seal.

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IN THE UNITED STATES DISTRICT COURT
FOR THE EASTERN DISTRICT OF VIRGINIA
Richmond Division

MARY MORGAN, et al.,
on behalf of themselves and
all other similarly situated,

Plaintiffs,

vs. Civil Action No.
3:12cv373-JAG

RICHMOND SCHOOL OF HEALTH
AND TECHNOLOGY, INC.,

Defendant.

DEPOSITION OF LORETTA TOWNS

September 17, 2012
1:03 p.m.

Taken at:

BRENNER, EVANS & MILLMAN, P.C.
411 East Franklin Street, Suite 200
Richmond, Virginia 23219

REPORTED BY: Lisa M. Blair, RPR
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1 LORETTA TOWNS, a Plaintiff, called
2 by the Defendant, first being duly sworn, testified as
3 follows:

4
5 EXAMINATION BY MR. DEWITT:

6
7 Q. Ms. Towns, good afternoon.

8 A. Good afternoon.

9 Q. My name is Alex deWitt. I represent the
10 Richmond School of Health and Technology, Inc. in a
11 lawsuit brought by Mary Morgan, yourself, and six
12 others, now pending in the U.S. District Court for the
13 Eastern District of Virginia, Richmond Division.
14 We're here to take your deposition this afternoon.

15 Have you given deposition testimony
16 before?

17 A. No, I haven't.

18 Q. I'm going to ask you a series of
19 questions this afternoon relating to the lawsuit and
20 the claims in the lawsuit. And you're going to be
21 expected to answer those questions as best you can.
22 If any of my questions are unclear, please let me
23 know, and I'm happy to rephrase.

24 A. Okay.

25 Q. If you answer, however, I'll assume that

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1 you understood the question.

2 A. Okay.

3 Q. Some of the questions will ask for a yes
4 or a no, so please say yes or no, instead of shaking
5 your head or nodding your head, because the court
6 reporter is taking down everything that we're saying.

7 A. Okay.

8 Q. The deposition is scheduled to last about
9 three hours. So if at any point you need a
10 five-minute break, just let us know, and we're happy
11 to take a break.

12 A. Okay.

13 Q. Would you state your full name, please?

14 A. Loretta McInnis Towns.

15 Q. And could you spell your first and middle
16 name, please?

17 A. L-O-R-E-T-T-A, M-C-I-N-N-I-S.

18 Q. Thank you. And what is your date of
19 birth, ma'am?

20 A. [REDACTED]

21 Q. And the last four digits of your Social
22 Security number?

23 A. [REDACTED]

24 Q. And my understanding is that Loretta
25 McInnis Towns is your married name?

Page 7

1 A. Yes.

2 Q. Okay. What is your maiden name?

3 A. McInnis.

4 Q. Have you also had the last name Dortch?

5 A. Correct.

6 Q. Was that the name -- when you enrolled at
7 RSHT, your name was Loretta Dortch?

8 A. Correct.

9 Q. Was that a married name also?

10 A. Yes.

11 Q. What about Irvy, I-R-V-Y, is that a prior
12 name?

13 A. I R B -- as in "boy" -- Y.

14 Q. Thank you. Irby --

15 A. Yes.

16 Q. -- was that also a married name?

17 A. Yes.

18 Q. Just a couple of preliminary questions.
19 Have you reviewed any documents in preparation for
20 today's deposition?

21 A. Yes.

22 Q. What have you reviewed?

23 A. The documents that were sent to my
24 lawyers.

25 Q. And that includes -- I think I've seen

Page 8

1 some e-mails?

2 A. Yes.

3 Q. Have you reviewed any documents produced
4 by Richmond School of Health and Technology, Inc. in
5 this litigation?

6 A. I'm not understanding that question,
7 because I did forward emails, and those e-mails were
8 transferred back to me. So those are documents from
9 RSHT.

10 Q. And I'll refer to RSHT as the Richmond
11 School of Health and Technology, Inc.

12 Any documents that RSHT has produced to
13 your lawyers in this case, have you -- do you know
14 whether you've reviewed any of those documents?

15 A. No.

16 Q. And other than your lawyers, have you
17 communicated either verbally or in writing with anyone
18 regarding today's deposition?

19 A. No.

20 Q. And other than your lawyers, have you
21 communicated with anyone verbally or in writing
22 regarding the lawsuit?

23 A. No.

24 Q. This includes any students or former
25 students at RSHT. Have you communicated with anyone,

Page 17

1 Q. Any benefits?
 2 A. Yes.
 3 Q. And do you still have that position
 4 today?
 5 A. No.
 6 Q. How long did you -- first of all, what
 7 was your position at Coventry Health Care?
 8 A. Customer service.
 9 Q. Can you just describe for me just
 10 generally what you did as a customer service employee?
 11 A. Updated medical files for physicians in
 12 clinics.
 13 Q. Okay. Anything else?
 14 A. That was basically it.
 15 Q. Okay. Did you have to work individually
 16 with patients or with --
 17 A. No patients. Everything was behind
 18 closed doors. No phone contact. Just a lot of data
 19 entry.
 20 Q. And was that your employer when you
 21 finished attending RSHT?
 22 A. Yes.
 23 Q. Okay. And did you continue your
 24 employment after RSHT?
 25 A. No.

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1 Q. Okay. What change did you make in your
 2 employment?
 3 A. New job.
 4 Q. Okay. Where did you get a new job?
 5 A. Where I am currently now, the Hermitage
 6 At Cedarfield, which is where I plan to retire.
 7 Q. Which is where you plan to retire; is
 8 that what you said? Is it a nice facility?
 9 A. (Indicating in the affirmative).
 10 Q. Did you finish RSHT at the end of 2010?
 11 A. Yes.
 12 Q. So you had started work at the Hermitage
 13 At Cedarfield approximately --
 14 A. November last year.
 15 Q. November 2011?
 16 A. Yes.
 17 Q. Was there a period of time where you were
 18 unemployed in between Coventry Health Care and
 19 Hermitage?
 20 A. No.
 21 Q. And is there a reason why you made that
 22 transition to the Hermitage?
 23 A. Benefits, better opportunity.
 24 Q. What is your position at the Hermitage?
 25 A. Administrative assistant.

Page 19

1 Q. Are you still hourly?
 2 A. Yes.
 3 Q. What's your hourly rate?
 4 A. 18.
 5 Q. And what additional benefits did they
 6 offer you?
 7 A. Besides pay?
 8 Q. Besides pay, yes, ma'am.
 9 A. Well, an incentive just to work there.
 10 It's a great place to work.
 11 Q. And can you describe for me what you do
 12 as an administrative assistant?
 13 A. A lot of data entry, letters, I guess
 14 basic office duties, copying, faxing, mail, phones.
 15 Q. How did you first learn about RSHT?
 16 A. Let's see. I recall watching TV, and I
 17 think I saw a commercial, an advertisement.
 18 Q. Do you remember what you were watching on
 19 TV?
 20 A. No, I don't.
 21 Q. Do you remember the channel?
 22 A. I generally watch two channels, either
 23 BET or TV1.
 24 Q. It could have been either?
 25 A. Could have been either.

Page 20

1 Q. TV1, I'm just trying to -- is this cable
 2 television?
 3 A. Yes.
 4 Q. And you say you generally watch. As you
 5 sit here today, do you know which channel you were
 6 watching when you saw this commercial?
 7 A. I don't recall.
 8 Q. Okay. Do you remember the commercial
 9 itself?
 10 A. Faintly.
 11 Q. What do you faintly remember? I'm just
 12 trying to understand.
 13 A. I remember -- I remember the commercial
 14 saying that they were offering these different type of
 15 courses, and they were showing some of the students.
 16 They were showing some of the classes. They showed
 17 students like on computers, some of the nursing
 18 students, and where they were located.
 19 Q. Did you write anything down when you saw
 20 the commercial?
 21 A. No.
 22 Q. Did you -- did seeing the commercial
 23 prompt you to do anything?
 24 A. It sparked an interest, and that's what
 25 made me give them a call.

Page 21

1 Q. All right. And just recall for me the
2 day that you called RSHT.

3 A. I think I called inquiring about the
4 school at the time, and just wanted some information
5 on some of the courses that they were offering. I
6 think at that time I was interested in the nursing
7 program.

8 Q. Do you remember the conversation with
9 whoever you spoke to on the phone?

10 A. I don't remember that conversation.

11 Q. Okay. Do you remember how you left
12 things? Did the person on the other line from RSHT
13 indicate they would send you some information?

14 A. I don't recall.

15 Q. Okay. At some point after that did you
16 have another phone call with someone at RSHT?

17 A. I had an e-mail.

18 Q. An e-mail. Okay. And who e-mailed you?

19 A. The e-mail came from Rachel Butler. And
20 she may have been one of the -- I don't know what they
21 call them -- registers, or one of the individuals.
22 And she was e-mailing me to see if I was still
23 interested in applying to school.

24 Q. And were you?

25 A. Yes, at that time, I was.

Page 22

1 Q. So did you-all e-mail back and forth?

2 A. Yes, we did.

3 Q. Okay. And at some point did you decide
4 that you wanted to go to the school and visit the
5 school?

6 A. Yes.

7 Q. Would that have been in 2009?

8 A. I think the conversation with Rachel
9 happened in 2008.

10 Q. Okay. Do you know if you went to RSHT in
11 2008?

12 A. No, I did not.

13 Q. Do you know when -- did you go in 2009?

14 A. I did eventually go in 2009 after I was
15 contacted again by Sandra Napier.

16 Q. By phone or by e-mail?

17 A. By phone.

18 Q. Did she call you?

19 A. She called me.

20 Q. And this would be sometime in, what, the
21 first four months of 2009?

22 A. Yes.

23 Q. Do you remember what month it was?

24 A. I don't recall what month. It may have
25 been April or March. I know it was the beginning of

Page 23

1 2009.

2 Q. And do you remember anything specific
3 about that conversation with Ms. Napier?

4 A. Just her giving me a call saying that she
5 was going through rosters calling individuals that
6 perhaps were interested in attending the school. And
7 she indicated programs that they were offering, and
8 wanted me to come down to the school to sit with her.

9 Q. Do you know which programs they were
10 offering which she told you?

11 A. The programs at the time -- I don't
12 remember all the programs, but I did tell her that I
13 was interested in at that time the radiology program.
14 And she said they offered that program.

15 Q. Do you know which campus you discussed?

16 A. She did not discuss that until I showed
17 up. When I showed up at the school, then she began to
18 tell me that there was a year waiting list for that
19 program, and that they were only offering it in the
20 Chesterfield area.

21 Q. Before we get to the showing up and going
22 to the campus, is there anything else you remember
23 about your conversation on the phone with Ms. Napier?

24 A. No.

25 Q. Did you-all schedule an appointment

Page 24

1 during that phone call?

2 A. Yes.

3 Q. Okay. And was the appointment at the
4 Richmond campus?

5 A. Correct.

6 Q. Do you happen to recall the day that
7 you -- the date of the day that you went to the
8 Richmond campus for that initial meeting?

9 A. It was in April.

10 Q. In as best detail you can, recall for me
11 that meeting with Ms. Napier.

12 A. I remember going to her office. Very
13 jolly woman, very happy. She was excited to see me.
14 She just asked general questions about myself and
15 things that I liked.

16 And, you know, that's when I told her
17 that I was really interested in the radiology program.
18 She told me that there would be a year waiting list,
19 and that once it opened it was only going to be in the
20 Chesterfield area. And I was a little discouraged
21 from that, because I was really ready to go back to
22 school, but I didn't want to get on a waiting list.
23 And then I didn't want to go all the way to
24 Chesterfield.

25 So she began to tell me about other

Page 25

1 programs they were offering. She said the surgical
2 tech program would be a really great program for you,
3 your personality. You know, you'll be working in the
4 OR with the doctors. You know, it's like the hottest
5 commodity right now. It pays good. You're guaranteed
6 to get a good job. I was hyped. I was excited.

7 Q. Did she tell you anything else?

8 A. No.

9 Q. Did you meet with anyone else during this
10 meeting at the Richmond campus?

11 A. Well, as she was discussing the program,
12 she did say that they were filling up quick. And if I
13 wanted to get in the class, I needed to sign up today,
14 and that Jennifer -- I don't remember her last name --
15 the bursar was here to help me get my paperwork
16 started. She called Jennifer on her phone. Jennifer
17 came in, introduced herself to me and said, When
18 you're finished, she'll bring you right over to my
19 office. We can get things started for you, and you
20 can start school.

21 Q. So you were interested at that point in
22 signing up and starting?

23 A. I was interested. I was ready to go back
24 to school, yeah.

25 Q. Had you thought, prior to that day, about

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1 how you were going to fund your tuition?

2 A. Well, prior to that, that was part of the
3 reason why I didn't go in the first initial
4 conversation with Rachel. And I did mention to her in
5 an e-mail about the finances -- you know, how was I
6 going to pay for it? You know, what was out there for
7 me? Going back to that e-mail, she indicated that
8 they would apply for grants. They would exude [sic]
9 all grants, which would probably pay half of my
10 tuition, if not all of it.

11 Q. So your intent was to fund your tuition
12 in part with grants and the balance with loans,
13 student loans?

14 A. Originally, just with grants. But when I
15 sat down with Sandra and Jen, Jen said that, We are
16 going to try every grant, and we're going to exhaust
17 all grants before we even try to get a loan.

18 Q. During that initial meeting -- well, let
19 me just finish with that day, that meeting.
20 Ms. Napier and Jennifer --

21 A. Jennifer -- I'm not sure of her last
22 name.

23 Q. The bursar?

24 A. Uh-huh (affirmative).

25 Q. Other than Ms. Napier and Jennifer, did

Page 27

1 you meet with anyone else that day?

2 A. No.

3 Q. Did either Ms. Napier or Jennifer give
4 you any information -- any, like, documents, any
5 pamphlets?

6 A. Ms. Napier gave me a packet that I looked
7 over. And then Jen gave me a big packet that I looked
8 over.

9 Q. Did they show you either a video or,
10 like, a PowerPoint presentation that day?

11 A. I don't recall.

12 Q. Okay.

13 MS. COBB: You don't recall seeing a video,
14 or you don't recall --

15 A. I don't recall seeing a video or
16 presentation.

17 MS. COBB: I'm sorry. This is my
18 misunderstanding. Are you saying you did not see the
19 video, or you don't remember whether or not you saw
20 the video?

21 A. I don't remember if I saw a video.

22 MS. COBB: Thank you.

23 Q. Do you remember either Jennifer or
24 Ms. Napier showing you anything on a computer screen?

25 A. No.

Page 28

1 Q. Was that the day that you applied for
2 admission to RSHT?

3 A. Yes.

4 (Exhibit Number 125 was marked for
5 identification).

6 Q. Okay. Let me just go ahead and show you
7 a document that's been marked Exhibit 125. When
8 you're ready, I'm going to ask you if this looks
9 familiar.

10 A. (Witness reviewing document).

11 Q. Does this document look familiar?

12 A. Yes.

13 Q. Okay. Is this an application for
14 admission that you filled in on 4-15-09?

15 A. Yes.

16 Q. And you signed it at the bottom?

17 A. Yes.

18 Q. Was this a document that you filled in
19 during your meeting with Ms. Napier?

20 A. Yes.

21 Q. In the middle of this application under
22 "employment," which is in bold, there is a question
23 after your company name and supervisor's name. "Does
24 your company offer tuition reimbursement?" And you
25 checked off "yes." Do you see that?

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1 in the beginning.

2 Q. Okay. So five classes?

3 A. Yeah.

4 Q. Well, that would make sense, 5:30 to
5 10:30 was five hours. So was each class supposed to
6 be an hour or less in duration?

7 A. I don't remember.

8 Q. And how long was that module, a period of
9 like five weeks, or do you know?

10 A. I don't remember.

11 Q. Do you remember how long the entire surg
12 tech program was supposed to last?

13 A. From beginning of June until December of
14 2010.

15 Q. Okay. Do you remember the second module?

16 A. The second module consists of pretty much
17 the same classes, but then there was surgical tech.
18 It had different phases.

19 Q. Surg tech had different phases?

20 A. Yeah.

21 Q. The second module phase of surg tech, did
22 you have the same teacher?

23 A. I don't remember.

24 Q. And then for the second module you had
25 Anatomy I?

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1 A. Yes.

2 Q. Same teacher?

3 A. Same teacher.

4 Q. Did you have Math for the second module
5 as well?

6 A. I don't remember.

7 Q. English?

8 A. I don't remember, because it's how they
9 had the classes set up. You would go to English maybe
10 for the first module, and then the next one you'd
11 have -- oh, I can't recall this lady's class. And
12 then you'd go back to English. I don't remember.

13 Q. All right. Other than the phase two of
14 surg tech and Anatomy I, do you remember any specific
15 classes that you took during the second module?

16 A. I don't understand.

17 Q. Do you remember -- and I'm talking about
18 the subject matter of any specific classes you took
19 during the second module.

20 A. Besides my surgical tech class?

21 Q. Yes, ma'am. And Anatomy I.

22 A. There were no specifics, no.

23 Q. I'm just trying to understand your
24 course -- your classwork, your course load, what you
25 were taking during that second module?

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1 A. I don't remember the order of the
2 classes. I just know that those were specific classes
3 that I needed to graduate.

4 Q. Okay. Let's talk about the first module.
5 Did you have any complaints during the first module?

6 A. Yes.

7 Q. Okay. And did you voice your complaints
8 to anybody?

9 A. Yes.

10 Q. Who did you voice your complaints to?

11 A. Besides the teacher that was teaching us,
12 the complaints were to -- and I can't think of the
13 counselor's name at that time. It was one of our
14 counselors that was assigned to us, who eventually was
15 let go. And the complaint was that we were starting
16 Anatomy II without knowing Anatomy I.

17 Q. Okay. So did you -- you described it as
18 a male teacher for Anatomy II. You just couldn't
19 remember his name. Is he the person you complained
20 to?

21 A. His name is Mr. Woolfolk.

22 Q. How do you --

23 A. I don't want to guess.

24 Q. Did you complain to Mr. Woolfolk about
25 the order of Anatomy I and II?

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1 A. Well, I wouldn't say complain, but we
2 voiced our concerns that, you know, we were coming
3 into a class that had already started, and that they
4 were on Anatomy II. And he pretty much said that we
5 would get it.

6 Q. That you would get Anatomy I, or that you
7 would get the subject?

8 A. We'll get it.

9 Q. Okay. And did you get it?

10 A. Not really. It was confusing.

11 Q. What about Anatomy I, did you get it when
12 you took Anatomy I?

13 A. Yes.

14 Q. So back to the first module, did you have
15 any other complaints other than the order between
16 Anatomy I and Anatomy II?

17 A. Math. We didn't like the teachings of
18 the math teacher, because he would not give specifics
19 on how to do a problem. And whenever we asked for
20 help, he would always say, You'll get it. You'll get
21 it. Or he'd say, Meet with me five minutes prior to
22 class; but whenever you tried to meet with him, he
23 would never be available. I think eventually he was
24 either let go or transferred to another school.

25 Q. Was that during your first module?

12 (Pages 45 to 48)

Page 49

1 A. First module.
 2 Q. That he was let go, or did you have him
 3 for the entire class?
 4 A. I had him for the entire class.
 5 Q. Did you ever have a chance to meet with
 6 him?
 7 A. No.
 8 Q. What level math was this that you were
 9 taking; do you know?
 10 A. Algebra I.
 11 Q. Any other complaints? We talked about
 12 the Math and the teacher not giving specifics on how
 13 to do a problem, and the order of Anatomy I and
 14 Anatomy II.
 15 A. For our Strategies teacher, which was a
 16 waste, she pretty much talked about her love life, and
 17 she brought in a video for us to watch, which consists
 18 of young kids smoking marijuana and drinking. And I
 19 wish I could remember the name of the video. One of
 20 the students complained to the office, and I think she
 21 was let go, because she was no longer attending our
 22 school after that incident.
 23 Q. Do you know what happened to that
 24 student?
 25 A. The student was still at the school. The

Page 50

1 teacher was dismissed.
 2 Q. The teacher was. I misunderstood what
 3 you were saying.
 4 A. Yes.
 5 Q. The teacher of Strategies was let go?
 6 A. Yes.
 7 Q. That's Ms. Thomas?
 8 A. Uh-huh (affirmative).
 9 Q. Was she let go during your module or
 10 after?
 11 A. I'm not sure.
 12 Q. Did you make any complaints to Ms. Thomas
 13 about the class?
 14 A. No.
 15 Q. Did you make any complaints to any of the
 16 administrative level or any other person at RSHT?
 17 A. I won't say complaints, but we discussed.
 18 There were concerns about what was taking place in
 19 class.
 20 Q. With whom?
 21 A. There was one teacher that we confided in
 22 to, which was our -- one of our surgical tech teachers
 23 who came later on. And that was Ms. Goodson.
 24 Q. Okay. Was she on staff during your first
 25 module?

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1 A. No.
 2 Q. So just so I understand, you made no
 3 complaints to anyone regarding the Strategies class?
 4 A. No.
 5 Q. Okay. You did complain to -- who did you
 6 complain to about your issues with your Math teacher?
 7 A. It was the counselor there, and I don't
 8 remember her name.
 9 Q. Okay. Do you remember -- did she
 10 respond, or do you know?
 11 A. No. I don't remember.
 12 Q. And then you spoke to Mr. Woolfolk about
 13 the order between Anatomy I and II, correct?
 14 A. Yes.
 15 Q. Were there any other complaints during
 16 the first module?
 17 A. I want to say yes, because during our
 18 surgical tech classes, we came in at a time that the
 19 class was already in session. So that was another
 20 class that was already in session when we came in. So
 21 we were kind of lost as to what they were doing. They
 22 were already so far in advance in the books. So we
 23 pretty much just sat and listened and kind of watched.
 24 Q. Okay. You're talking about the first
 25 phase of the surg tech course?

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1 A. Yes.
 2 Q. In module one?
 3 A. Uh-huh (affirmative).
 4 Q. When you started in June 2009?
 5 A. Uh-huh (affirmative).
 6 Q. The class was already in progress?
 7 A. Yep. And, oh, Jeez, his last name starts
 8 with a W, too. But he was the gentleman -- we
 9 actually -- he worked at Henrico Doctors', and he was
 10 the one who actually got us into the externship
 11 program.
 12 Q. The surg tech instructor worked at
 13 Henrico Doctors'?
 14 A. Uh-huh (affirmative). Yes.
 15 Q. Did you have any complaints about his
 16 teaching the surg tech class?
 17 A. Not his teaching, no. Just the fact that
 18 we came in at a time that they were already in
 19 scheduled classes.
 20 Q. Okay. Was the instructor from Henrico
 21 Doctors', was he able to teach you the material that
 22 the other students had already learned?
 23 A. Yes.
 24 Q. Okay. So that came a little bit later --
 25 A. Yes.

1 Q. -- in the course, just in a different
2 order?

3 A. Uh-huh (affirmative).

4 Q. Was he a good teacher otherwise?

5 A. He was a good teacher. We didn't have
6 the equipment nor the necessities that we needed, but
7 he would bring things from his job to help us out. He
8 would bring in gowns and gloves and old instruments
9 that were out of date, but at least we got a chance to
10 touch them.

11 Q. How did you know about whether they were
12 out of date?

13 A. He would tell us. You know, he'd say he
14 brought it from his job. They were discontinued
15 instruments. And I guess that's how he was able to
16 bring them to use them.

17 Q. And you mentioned that the instructor
18 from Henrico Doctors' helped you get an externship?

19 A. That was -- I can't remember his name,
20 but he had been there I guess for over ten years with
21 RSHT. So he had a -- I don't want to say a contract,
22 but some type of verbal agreement with them that some
23 of the students could come to Henrico Doctors' and
24 work in the -- my brain is overworking.

25 Q. The OR?

1 A. No. And I'll probably have to come back
2 to it.

3 Q. That's okay. We will come back to it.
4 That kind of leads into in 2009, did you
5 participate in an externship?

6 A. Not 2009.

7 Q. Okay. My understanding is that you did
8 three externships while you were at RSHT, correct?

9 A. Yes.

10 Q. And they were all in 2010?

11 A. Yes.

12 Q. Okay.

13 A. Right before graduation.

14 Q. And one of those was an externship that
15 the Henrico Doctors' instructor helped line up?

16 A. Yes.

17 Q. Was that externship at Henrico Doctors'?

18 A. It was.

19 Q. And were you the only one from RSHT that
20 participated, or were there other --

21 A. No. There were multiple students
22 throughout the course. And I can't think of the name
23 of the place where we would go. Central sterile. And
24 then central sterile is where you pack instruments.
25 You clean instruments, and you wrap them up and pack

1 them. And you fold towels, lots of towels.

2 Q. Was that your first externship at Henrico
3 Doctors'?

4 A. I did my externships -- all three of my
5 externships there.

6 Q. All of them were at Henrico Doctors'?

7 A. In central sterile.

8 Q. Okay. Do you recall which instruments
9 you were working with?

10 A. Mostly towels, folding lots of towels.

11 Q. What were your hours each day?

12 A. We had to be there at 3:30 to 11.

13 Q. And did you have a supervisor who was an
14 employee of Henrico Doctors'?

15 A. Yes; the teacher that was at RSHT.

16 Q. He was your supervisor?

17 A. Yes.

18 Q. What was his --

19 A. He worked in the evenings.

20 Q. Do you know what his position was at
21 Henrico Doctors'?

22 A. I do not. But he was over central
23 sterile.

24 Q. That was his department?

25 A. Yes.

1 Q. Okay. Other than towels, do you recall
2 what instruments -- you mentioned that you packed
3 instruments. Do you know what instruments you worked
4 with?

5 A. We were only allowed to touch certain
6 instruments, and I do recall doing like hysterectomy
7 instruments, because we were not taught in school what
8 the instruments were. We kind of learned while we
9 were there cleaning instruments. We would ask
10 employees, you know, what was that instrument? You
11 know, what was it called?

12 Q. Did you make notes as you asked, and
13 learn about different instruments?

14 A. No. I just kept it -- because these were
15 the instruments that we were going to be working with
16 all the time. So I got used to working with those
17 instruments and they became familiar with me. But
18 that was the only time we ever got a chance to touch
19 and interact with instruments. So, you know, I was
20 hungry. I wanted to know what they were.

21 Q. What about the instruments that the
22 instructor from Henrico Doctors' brought to RSHT; do
23 you recall what they were?

24 A. He had like -- they're called like -- for
25 cauterizing, clamps for holding, needles.

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1 Q. Various instruments that you would be
2 working with in the surg tech field?

3 A. Not necessarily, because those
4 instruments were out of date. They weren't really
5 using those instruments anymore. But it was just
6 something that, you know, we had that he could show us
7 that, you know --

8 Q. How were the needles out of date?

9 A. Well, the needles may not have been out
10 of date, but the actual instruments that you use in
11 the OR for specific operations.

12 Q. Give me an example.

13 A. Certain clamps that we had were probably
14 not being used in the OR anymore for a hysterectomy.

15 Q. Okay. And clamps are -- we're talking
16 about metal --

17 A. Metal clamps.

18 Q. Like medical devices?

19 A. Right.

20 Q. And do you know what the difference was
21 between the ones that you were being shown and the
22 ones that --

23 A. I don't remember.

24 Q. Okay.

25 A. I don't remember.

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1 Q. Can you think of anything else
2 specifically where the instruments that you were
3 handling and viewing were different than what might be
4 being used currently?

5 A. It may not have even all been
6 instruments, but even some of the verbal language.
7 You know, I recall Ms. Goodson saying in the books the
8 way they were demonstrating how to wash their hands
9 and stuff, she was saying that was out of date, that
10 it's done differently now. So we were learning old
11 ways of sterilization compared to what was going to be
12 happening in an actual OR.

13 Q. Ms. Goodson, where was she employed?

14 A. Ms. Goodson worked for Henrico
15 Orthopedics. And she became a teacher at RSHT for one
16 of our surgical tech programs after the gentleman who
17 worked there was let go -- or either he left. I'm not
18 sure how that came about.

19 Q. Okay. You mentioned that the gentleman
20 was a good teacher. Was Ms. Goodson a good teacher?

21 A. Ms. Goodson was a wonderful teacher. We
22 actually petitioned to get her back after they fired
23 her for helping the students.

24 Q. What module did you have Ms. Goodson as a
25 teacher?

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1 A. I don't remember which module she came in
2 originally, but I do remember the last five weeks of
3 my last module she came back. And that was after we
4 petitioned the school to get her back.

5 Q. What did she teach you during your last
6 module?

7 A. She was one of our surgical tech
8 instructors. She would actually bring in instruments
9 from her job -- gloves, gowns. We actually created a
10 make-believe patient on a gurney out of paper towels,
11 a gown, and gloves so she could demonstrate how, you
12 know, an operation would take place.

13 Q. Okay. Was she an RN?

14 A. I don't know.

15 Q. You don't know what her specialty was?

16 A. No.

17 Q. You just know that she was employed at
18 Henrico Orthopedics?

19 A. Correct.

20 Q. You mentioned she brought from Henrico
21 Orthopedics gloves, gowns, instruments. Do you know
22 what the specific instruments were, or just various
23 instruments?

24 A. I don't know. Various.

25 Q. And do you know whether the instruments

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1 were up to date?

2 A. I don't know.

3 Q. Okay. And she was an effective, good
4 instructor?

5 A. Very good teacher. She really was
6 interested in the students' well-being. She got
7 involved. Her and I actually got together and tried
8 to set up a meeting with the director of the school to
9 let them know what problems we were having with not
10 having the necessities that the students needed, like
11 gowns and gloves and instruments and a workable
12 laboratory.

13 Q. The types of things that she was bringing
14 to school to share with you for her class?

15 A. Correct.

16 Q. Did you have Ms. Goodson during a prior
17 module as a teacher?

18 A. We did.

19 Q. Okay. Which module?

20 A. I don't recall. I know she was there.
21 It may have been the third. I don't recall which one
22 she came in at.

23 Q. We know there were four modules, correct?

24 A. Uh-huh (affirmative).

25 Q. So it would have been either the second

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1 you took in the third module, you can answer for the
2 second time.

3 A. I don't.

4 Q. Did you have any complaints regarding any
5 of the other classes you took in the second or third
6 module, to the extent you can remember?

7 MS. COBB: And I'll make the same objection
8 with respect to specifying which module.

9 Q. How about this: During any of the
10 modules --

11 A. Yes.

12 Q. -- through the fourth?

13 A. Yes.

14 Q. What specific complaints do you recall?

15 A. I had a complaint with the English
16 teacher.

17 Q. Okay.

18 A. She gave me an F for a grade, but all of
19 my exams and homework indicated that I should have
20 received a B. So I complained to the dean. And he
21 didn't understand it, either. So he tried to contact
22 Ms. Goodwin. And for two weeks she did not respond to
23 him. And I kept pressing the issue. And finally they
24 had to go do a grade change, but she never gave me a
25 reason why she gave me an F.

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1 Q. But based on your review of your test
2 scores and so forth, you determined that you deserved
3 a B?

4 A. Correct. That's why I fought it.

5 Q. And that's what you were ultimately
6 awarded?

7 A. Correct.

8 Q. Any other specific complaints you recall
9 regarding any of your classes?

10 A. Besides not learning anything, that was
11 basically it. We just weren't equipped.

12 Q. Well, when you say --

13 A. We didn't have the correct necessities.
14 We didn't have supplies. We were pretty much on our
15 own. If it weren't for the students, us getting
16 together helping one another, we would not have made
17 it. We encouraged each other to hang in there, not to
18 give up. And we expected -- we expected the school to
19 give what they had agreed to give us, which was a
20 quality education, the training that, you know, we
21 were paying for.

22 Q. That's what I'm trying to understand.
23 You testified that Ms. Goodson was a very good
24 teacher?

25 A. She was a great teacher.

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1 Q. But you didn't learn anything from her;
2 is that what you're saying?

3 A. I learned from Ms. Goodson only because
4 she took the time to, you know, teach the students.
5 And without her bringing in the supplies from her job,
6 which was not provided by RSHT, which was, you know,
7 part of the agreement that I signed, that they should
8 have provided that. Had she not brought those
9 supplies in, we probably would not have learned much.

10 Q. But she did bring those supplies in?

11 A. But she did.

12 Q. And the same thing with Mr. Womack?

13 MS. COBB: Objection; asked and answered. I
14 think she's answered twice both those teachers brought
15 supplies in.

16 Q. I'm just trying to understand which
17 specific class you're complaining about.

18 A. I'm complaining about the whole school
19 system, all the classes. As indicated before, in
20 their contract they promised to provide a workable
21 lab. They promised to provide instruments, up-to-date
22 instruments. They promised to provide books that were
23 up to date so we could, you know, be successful in the
24 field we were going to school for, to work in the OR.
25 And they did not provide any of that.

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1 Q. All right. What was lacking about the
2 lab? You said providing a workable lab.

3 A. It was just a room. I mean, if you're
4 going to have an operating room setup, so when I'm out
5 of there I know what an operating room looks like,
6 then the lab should be equipped with all the
7 necessities. It was just a room with a gurney. There
8 was nothing there.

9 Q. What are you saying -- I'm just trying
10 to -- what should have been there? What are you
11 saying should have been in that room?

12 MS. COBB: I'm going to object that that
13 calls for speculation to the extent that a student
14 knows what should have been. I think the witness
15 testified there was nothing in the lab.

16 Q. What books are you claiming were not up
17 to date?

18 A. The instrument books that we received.
19 And that was told to the students by one of the
20 teachers that the books were out of date, and that she
21 had mentioned it to the school.

22 Q. The instrument books, do they have a
23 title that you can recall?

24 A. I don't recall the name.

25 Q. Are these books that you studied?

1 A. They're books we used in class.
 2 Q. Other than the instrument books, are you
 3 claiming that any other books were not up to date?
 4 A. Those are the only books that I recall
 5 one of the teachers mentioning. And they were --
 6 there was lack of supply. I remember some of the
 7 students photocopying from those books so they would
 8 have stuff to study.
 9 Q. Did you do any independent research or
 10 investigation to determine whether the instrument
 11 books were, in fact, not up to date?
 12 A. No.
 13 Q. So you're just relying on something that
 14 somebody told you?
 15 A. I'm relying on a teacher that was
 16 employed by RSHT, yes.
 17 Q. And what's her name?
 18 A. Ms. Goodwin -- Goodson, I'm sorry.
 19 Q. Ms. Goodwin was the English teacher?
 20 A. Yes. Goodson was the surgical tech
 21 teacher.
 22 Q. Did Ms. Goodson bring in different books
 23 for you to look at --
 24 A. No.
 25 Q. -- while she taught you?

1 She brought -- she brought the actual
 2 instruments in for you to look at?
 3 MS. COBB: Objection to asked and answered
 4 for the third time.
 5 Q. Was that a yes?
 6 A. Yes.
 7 Q. I'm sorry if you've already said this.
 8 How long were each of the externships? You said you
 9 had three at Henrico Doctors'?
 10 A. Five weeks.
 11 Q. Five weeks apiece. And while you were at
 12 the externships during any of the five weeks, did you
 13 have any complaints to your supervisor at Henrico
 14 Doctors' regarding what you were doing or what you
 15 were not doing? Did you voice any complaints to your
 16 supervisor, rather?
 17 A. No.
 18 Q. Did you ask your supervisor at Henrico
 19 Doctors' whether you could do something different?
 20 A. We could not. It wasn't our place to
 21 ask.
 22 Q. I'm just trying to understand that
 23 response. Why was it not your place to ask?
 24 A. We were sent there by the school. So
 25 wherever they put us, that's where we had to be.

1 Q. Did you voice any complaints to anybody
 2 at RSHT about what you were doing, or what you were
 3 not doing --
 4 A. Yes.
 5 Q. -- at Henrico Doctors'?
 6 Who did you complain to?
 7 A. Ms. Johnson, who was our externship
 8 person that sent us out.
 9 Q. Okay. What did you say to Ms. Johnson?
 10 A. Pretty much that all -- you know, all we
 11 were doing were folding towels, and we were limited to
 12 instruments. Why weren't we being put in an OR, which
 13 we were promised, that we would get time in the OR,
 14 because part of our accreditation to graduate, we
 15 needed 150 hours of OR time. So spending five weeks
 16 in a central sterile basement folding towels was not
 17 giving me, you know, the hours that I needed to
 18 graduate, to get certified as a surgical tech.
 19 Q. To graduate or to get certified?
 20 A. To get certification. I graduated, but I
 21 didn't graduate with my certification.
 22 Q. And the certification requirement, is
 23 that a Virginia state requirement?
 24 A. Yes.
 25 Q. Is that -- do you know which agency

1 regulates surg tech in Virginia?
 2 A. I do not.
 3 Q. Okay. And have you done any independent
 4 research as to the requirements for sitting for a surg
 5 tech examination or obtaining that certification?
 6 A. No; only what the school told me.
 7 Q. Did you sit for the surg tech exam?
 8 A. No.
 9 Q. Did you ever register for the surg tech
 10 exam?
 11 A. No.
 12 (Exhibit Number 136 was marked for
 13 identification).
 14 Q. Let me just show you a couple of
 15 documents here. All right. Ms. Towns, I'm going to
 16 show you a document marked 136. These are documents
 17 that your counsel produced in discovery. Are they
 18 familiar to you?
 19 A. Yes.
 20 Q. Okay. The top document is entitled
 21 "Disclosure Statement" from Direct Loans U.S.
 22 Department of Education; do you see that?
 23 A. Yes.
 24 Q. And there's a date of the disclosure
 25 statement, June 3, 2009?

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<p>1 A. They just didn't -- they just didn't sign</p> <p>2 it.</p> <p>3 Q. And again, you don't know what the number</p> <p>4 of --</p> <p>5 A. No.</p> <p>6 Q. -- students were?</p> <p>7 This document that's been marked -- did I</p> <p>8 give you --</p> <p>9 MS. COBB: Yes, I have a copy.</p> <p>10 Q. -- 139, this was also produced by your</p> <p>11 counsel. Do you recognize this?</p> <p>12 A. Yes.</p> <p>13 Q. What is this?</p> <p>14 A. It's a breakdown of each class which I</p> <p>15 inquired about, because I wanted to know how much I</p> <p>16 was paying for each class. And I noted that the most</p> <p>17 expensive class was the class that we had no teachers,</p> <p>18 but we were being charged. And my concern to that was</p> <p>19 that I'm paying for an education that I'm not getting.</p> <p>20 Q. Which class are you referring to? Is</p> <p>21 this the one where Ms. Goodson left and then came</p> <p>22 back?</p> <p>23 A. This is the surgical tech program. This</p> <p>24 is one of the classes in surgical tech.</p> <p>25 Q. Body Structure and Function? I didn't</p>	<p>1 the testimony. You may answer his question.</p> <p>2 Q. Was that the class where Ms. Goodson had</p> <p>3 left and then came back towards the end?</p> <p>4 A. Yes.</p> <p>5 Q. Okay. The class down -- a little bit</p> <p>6 further down, Surgical Specialties II with lab, do you</p> <p>7 know who taught that course?</p> <p>8 A. I do not.</p> <p>9 Q. Did you have any complaints regarding</p> <p>10 that course?</p> <p>11 A. Any surgical tech classes were</p> <p>12 complaints.</p> <p>13 Q. Any specific complaints for Surgical</p> <p>14 Specialties II?</p> <p>15 A. They all were of the same complaint: No</p> <p>16 instruments, no materials.</p> <p>17 Q. Any complaints regarding the instructor?</p> <p>18 A. Prior to --</p> <p>19 MS. COBB: Objection. The witness testified</p> <p>20 that she does not remember who the instructor was.</p> <p>21 Q. Well, whoever the instructor was, did you</p> <p>22 have any specific complaints regarding the instructor</p> <p>23 of Surgical Specialties II?</p> <p>24 A. There were multiple --</p> <p>25 MS. COBB: Same objection, and you can</p>
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<p>1 see which one you just pointed to.</p> <p>2 A. I'm sorry. It's the Health Concept.</p> <p>3 Q. Health Care Concepts?</p> <p>4 A. Yep. 650.</p> <p>5 Q. What about Body Structure and Function,</p> <p>6 is that another surg tech?</p> <p>7 A. It's another surg tech. I'm just not</p> <p>8 sure which module that was in.</p> <p>9 Q. And a number of items have been marked</p> <p>10 out. Is there a reason why they're --</p> <p>11 A. I don't know.</p> <p>12 Q. -- blacked out?</p> <p>13 A. I don't know.</p> <p>14 Q. Did you black those out or mark those</p> <p>15 out?</p> <p>16 A. I may have. I don't recall. I don't</p> <p>17 remember.</p> <p>18 Q. Okay. So as of May 12, 2010, if I</p> <p>19 understand what you're telling me, your big complaint</p> <p>20 was with the Body Structure and Function STS class?</p> <p>21 MS. COBB: I'm going to object that that</p> <p>22 misconstrues the testimony.</p> <p>23 Q. Was that one of your primary complaints?</p> <p>24 MS. COBB: Again, I'm going to object that</p> <p>25 characterizing it as a primary complaint misconstrues</p>	<p>1 answer if you know the answer to the question.</p> <p>2 A. There were multiple instructors.</p> <p>3 Q. For Surgical Specialties II?</p> <p>4 A. I'm not sure which instructor was for</p> <p>5 which module, which course.</p> <p>6 (Exhibit Number 140 was marked for</p> <p>7 identification).</p> <p>8 Q. Exhibit 140, is this familiar to you?</p> <p>9 A. Yes.</p> <p>10 Q. Okay. What is this?</p> <p>11 A. It was a response from Better Business</p> <p>12 Bureau to my complaint.</p> <p>13 Q. The second paragraph says, "Enclosed is</p> <p>14 the company's reply to your problem." Do you see</p> <p>15 that?</p> <p>16 A. Yes.</p> <p>17 Q. Did they enclose a reply from RSHT with</p> <p>18 this letter?</p> <p>19 A. No.</p> <p>20 Q. Did you contact Better Business Bureau</p> <p>21 Serving Central Virginia for a copy of the reply to</p> <p>22 your problem?</p> <p>23 A. I don't remember.</p> <p>24 Q. Do you have a copy of the -- this reply</p> <p>25 referred to in this letter?</p>

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1 A. No.

2 Q. Mr. deWitt asked you a number of
3 questions about various forms that have your signature
4 on it. Do you remember his questions about various
5 forms that you signed?

6 A. Yes.

7 Q. Can you explain a little bit about the
8 circumstances under which you signed that paperwork?
9 Explain the process that you went through in signing
10 the documents that you've been asked about during the
11 course of this deposition.

12 MR. DEWITT: I'm just going to note an
13 objection to the extent this witness has already
14 testified she has no recollection of signing the
15 documents, looking at the documents, or even being
16 with anybody at the time she signed the documents.
17 But answer if you can.

18 A. I guess I would ask which documents you
19 are referring to.

20 Q. Let me direct you some more. During the
21 course of your deposition, you testified that you
22 received a lot of paperwork that you had to sign; is
23 that correct?

24 A. Correct.

25 Q. And you remember that testimony?

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1 A. It was very minimum. They were bringing
2 supplies from their job. So they couldn't supply the
3 whole class or the mod with the necessities we needed.

4 Q. At any point did you observe an operating
5 room procedure or a surgery?

6 A. No.

7 Q. Did you ever set foot inside an operating
8 room?

9 A. No.

10 Q. Did you ever use the instruments in
11 practice?

12 A. No.

13 Q. And you talked about a patient being
14 created with rubber gloves and paper towels; do you
15 remember that testimony?

16 A. Yes.

17 Q. And why did you have to create a patient
18 out of rubber gloves and paper towels?

19 A. Our lab wasn't equipped. It didn't have
20 the necessities we needed to train, to learn. So
21 Mrs. Goodson created her own make-believe patient, and
22 that's what we used.

23 Q. Was it your understanding that the lab
24 should have had some kind of dummy or something that
25 you could have practiced on?

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1 A. Correct.

2 Q. Can you explain the process by which you
3 signed the stack of papers that you were given at RSHT
4 at any point?

5 MR. DEWITT: Same objection. Go ahead.

6 A. At any point I was always given a stack
7 of papers to sign with no explanation as to what I was
8 signing, just a whole lot of papers that said -- you
9 know, had something to do with school, and staying in
10 school, and paying for school.

11 Q. And was it a quick process?

12 A. Very quick.

13 Q. And were you directed where to sign the
14 documents?

15 A. No.

16 Q. You testified about supplies that I
17 believe two of your teachers brought from their jobs
18 to RSHT; is that correct?

19 A. Correct.

20 Q. Were those supplies a substitute or an
21 adequate substitute for the supplies that you
22 testified RSHT should have supplied to you during your
23 coursework at RSHT?

24 A. No.

25 Q. And why was that?

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1 A. Yes.

2 Q. And was that there?

3 A. No.

4 Q. You talked about your externship in
5 central sterile. Just for clarification, did you get
6 any hours of operating room experience through your
7 externships at RSHT?

8 A. None.

9 Q. Did anyone at RSHT tell you that upon
10 graduation you would have the 150 hours that you would
11 need to be eligible for your certification?

12 A. Yes.

13 MS. COBB: I have no further questions.

14 MR. DEWITT: Just some followup based on
15 your counsel's questions.

16
17 FURTHER EXAMINATION BY MR. DEWITT:

18
19 Q. Your counsel just asked you if you ever
20 used the medical devices or used the equipment.

21 MS. COBB: And I would object. My question
22 was in practice.

23 Q. And I meant to say, did you ever -- the
24 question was put to you as to whether you ever used
25 the equipment in practice. What is your understanding

TOWNS DEPOSITION
EXHIBIT 125



RSHT
1601 Willow Lawn Drive
SUITE 320
Richmond VA 23230
(804) 288-1000 FAX:(804)288-1006

OFFICE USE ONLY
Start Date <u>4-10-09</u>
Adm Code <u>11052</u>

Application for Admission

I hereby apply for enrollment in accordance with the terms and regulations of RSHT. I acknowledge that I am responsible for an application fee of **\$75.00** for all programs. I understand that this fee is non-refundable.

Name Loretta Dortch

REDACTED

Loretta Dortch
Applicant's Signature

4-15-09
Date

Form 102 ha revised 2/26/08

RSHT-Richmond is certified to operate in Virginia by the State Council of Higher Education for Virginia

RSHTDORTCH,L0004



RSHT0005310

TOWNS DEPOSITION
EXHIBIT 127

RSHT

ENROLLMENT AGREEMENT

☒ Main Campus:
1601 Willow Lawn Drive, Suite 320
Richmond, VA 23230

Branch Campus: ☐
751 West Hundred Road
Chester, VA 23836

Name: Loretta Dortch SSN: [REDACTED]
 Address: [REDACTED] Birth date: [REDACTED]
 City: Richmond State: VA Zip Code: [REDACTED]
 Telephone: [REDACTED] Email: [REDACTED]

As the above-named applicant, I hereby agree to be enrolled in the Surgical Technology program which is 80 weeks of instructional time. Classes are scheduled to begin on 6/1/09 and end on 12/22/10. Classes meet Monday-Thursday from 5:30pm to 10:30p.m.

Total tuition of \$ 23,256⁰⁰, a non-refundable application fee of \$ 75⁰⁰. Should I have to repeat a course, I will be charged a per credit hour fee of \$ 306⁰⁰. I hereby acknowledge payment of a deposit of \$ 75⁰⁰, leaving a balance due to the institution of \$ 23,256⁰⁰.

I hereby agree to all provisions of this Enrollment Agreement, and understand that I have agreed to accept a place in the class described above and agree to pay to RSHT all fees according to the terms and conditions contained herein. Furthermore, I acknowledge that I have read, fully understand, and received a copy of this agreement.

I understand that this agreement becomes a legally binding instrument upon the school's written acceptance of my application, unless cancelled by me pursuant to the refund policy contained within this agreement.

Student Signature: Loretta Dortch Date: 4/15/09
 Grantor's Signature: [Signature] Date: 4/15/09

Note: Please read and Initial the statements on the back of this sheet.



Attendance:

Attendance is required at all scheduled classes. If in an emergency an absence becomes necessary, the student must notify the school prior to the beginning of the scheduled class. Students with seven consecutive absences or total absences exceeding 25% of their scheduled classes will be withdrawn from the program. Refer to the School Catalog and Student Handbook for further details.

Initials **Cancellation and Refund Policy:**

If an applicant cancels this agreement no later than the third business day after the date of this agreement, a full refund will be made minus the non-refundable application fee. The application fee for all programs is \$75.00. If a class is cancelled by the school, all monies will be refunded.

All students will be charged a non-refundable application fee in addition to the tuition charges as specified below. The portion of the program completed will be determined by the number of weeks attended. Any portion of a week's attendance will be considered a full week for the purpose of the refund calculation.

1. If a student does not begin classes, no more than \$100.00 of the tuition paid will be retained by the school.
2. A student who enters school but withdraws prior to completing the first 25% of the period charged will be assessed 50% of the tuition charges for the period.
3. A student, who withdraws after completing the first 25%, but prior to completing 50% of the period charged, will be assessed 75% of the tuition charges for the period.
4. A student who withdraws after completing half, or more than half, of the period charged is assessed 100% of the tuition charges for the period.

Refunds are made within 30 days of the cancellation date or date of withdrawal.

Initials **Standards:**

Students are required to abide by the proper standards for dress and conduct while in attendance at all classes and externship training. Profanity, disorderly conduct, or other action which, in the opinion of the school is disruptive, will not be tolerated and will be grounds for dismissal from the program.

Initials **Placement:**

Each graduate may avail him or herself of the school's job placement assistance program. RSHT DOES NOT GUARANTEE EMPLOYMENT. However, every effort will be made to assist the graduate in obtaining employment. There is no charge for this service.

Initials 

RSHT reserves the right to make changes to the program start date, content, schedule, and/or training hours as deemed necessary.

Initials **Conditions of Agreement:**

This constitutes the entire agreement between the applicant and the school, and no other promise or agreement, expressed or implied, has been made either orally or in writing. Should the student fail to meet the terms of his/her financial obligations contained in this agreement, the school reserves the right to add to this agreement a reasonable amount for collection costs incurred including, but not limited to, collection agency fees, attorney fees of 33.3%, court costs, etc.

Initials 

TOWNS DEPOSITION
EXHIBIT 129

Tuition Worksheet

Student Name: Loretta Dortch Social Security Number: [REDACTED]
Program: ST/PM Start Date: 6-1-09

REDACTED

Student Signature: [Signature]

Date: 4-28-09

Financing Department Signature: [Signature]

Date: 4/28/09

Form 416 ha 6/1/06



RSHTDORTCH,L0077

RSHT0005383

TOWNS DEPOSITION
EXHIBIT 134

NAME (Print)

Loretta Dorth

PROGRAM/START DATE

6-1-09**RSHT - RICHMOND - ENROLLMENT CERTIFICATION**

Please read each of the following statements and initial in the space provided to the right of each statement. Please do not hesitate to ask questions.

1. Students are required to maintain satisfactory academic progress in accordance with the Academic Information in the *Catalog*. I understand that homework/outside class preparation is required. JD
2. Financial Aid is available to eligible students upon completion, submission, and processing of a financial aid application. Please note that, in most cases, student financial aid awards include loans. Be sure you know your rights and responsibilities (see *Catalog*, Financial Aid information). JD
3. Tuition payments are to be made as scheduled. Tuition charges for early withdrawal are calculated in accordance with RSHT's refund policy (see *Catalog*, Enrollment Agreement - Cancellation and Refund Policy). JD
4. The criteria for graduation is outlined in the *Catalog* and includes high school/GED completion documentation, attendance, financial, and meeting academic progress requirements (See *Catalog*, Requirements for Graduation). Graduates seeking job placement assistance must qualify for such assistance as outlined in the *Catalog* (see Job Placement Assistance). Graduate surveys demonstrate that an average of 88% of students who graduated between December 1, 2007 and November 30, 2008 are employed in training-related positions. JD
5. The graduation rate for students scheduled to graduate and seeking a degree or diploma between December 1, 2007 and November 30, 2008 was 60.45%. Students should make every effort to regularly attend class, complete make-up work when absent, and actively seek advice should problems arise that may adversely affect program completion (see *Catalog*, Makeup/Incomplete and Counseling Services). JD
6. Graduate salaries vary and are affected by job location, graduate experience, and class standing. In a survey of Main Campus graduates available for placement, who graduated between December 1, 2007 and November 30, 2008, the approximate average entry-level starting salaries for individuals without prior experience in these training areas were:

<u>Program Area</u>	<u>Entry-Level Wages</u>
Practical Nursing (Richmond Campus only)	\$33,067.00 per year
Medical Assistant (Richmond & Chester Campuses)	\$21,323.00 per year
Pharmacy Technician	N/A
Medical Billing and Coding (Richmond & Chester Campuses)	\$20,082.00 per year
Surgical Technology (Richmond & Chester Campuses)	\$31,595.00 per year

JD
7. Students are to park ONLY in designated areas. Receipt of student parking instructions is acknowledged. Violators of RSHT's parking policy are subject to probation, suspension, or dismissal. JD
8. I understand that Clinical and Externship hours are scheduled according to site requirements; which may not coincide with my class schedule. JD
9. Any class failed by a student must be repeated. A class may not be repeated more than once without approval of the Director. There is a charge per credit hour for all repeats. JD
10. Students who withdraw and subsequently re-enter are subjected to policies in effect at the time of their re-entry. JD

Form 207 revised 01/23/08
RSHT is certified to operate in Virginia by the State Council of Higher Education for Virginia

RSHTDORTCH,L0031



RSHT0005337

11. All students must complete their program within 150% of the normal time frame. JLD
12. A student's enrollment will be terminated for excessive absences which result in unsatisfactory academic progress in a class or if such absences are determined to be without sufficient reason. State regulations require any student who misses seven (7) consecutive days to be withdrawn from the program. Students with excessive absences may have their records reviewed by the School Director (see *Catalog*, Attendance/Appeal). JLD
13. RSHT reserves the right to terminate a student's enrollment on the following grounds: nonconformity with RSHT policy and regulations including parking; unsatisfactory progress; unsatisfactory attendance; nonpayment of tuition; security violations; possession or use on campus on campus of any drugs or alcohol; conduct damaging to facilities; or disruption of academic processes (see *Catalog*, Dismissal from School). JLD
14. The honor System at RSHT is based on individual integrity. This system assumes that every student will accept his or her role in the academic community with a feeling of self respect and duty. I pledge to support the Honor System or RSHT. I will neither give nor receive aid on any assignment. I will report any violations of this honor code to an instructor or director. I certify that I have read the Honor Code and that I will abide by its intent. JLD
15. RSHT does not tolerate alcohol or drugs on campus. In addition, students who have a problem or have knowledge of another student with a drug or alcohol related problems are encouraged to speak confidentially with the School Director. A confidential appointment can be scheduled by calling the Director. Possession or use on campus of any firearm or other dangerous weapon or incendiary device or explosive material, unless such possession or use has been authorized by the Institute, may subject the student to suspension, dismissal, or termination. JLD
16. A Safety Report for this campus is available at the front desk. Copies are available free of charge upon request. JLD
17. Students or graduates seeking to transfer to another institution acknowledge that the transfer/acceptance of credit is the prerogative of each individual post-secondary institution within their own guidelines and policies and RSHT makes no claim in this regard except in those cases where written articulation agreements are in place (see *Catalog*, Transfer Credits). JLD
18. It is important for graduates to keep an accurate address and phone number on file for mailings and job placement services. JLD
19. The Commonwealth of Virginia, Department of Health Professions, Board of Nursing requires licensure of practical nurses in accordance with the Code of Virginia. A Practical Nurse graduate must pass the State Examination in order to become employed and carry the title LPN. JLD
20. Academic Accommodations for students with disabilities are provided on a case-by-case basis. Request for accommodation should be made directly to the Director. JLD
21. I have read and understand the student grievance procedure stated in the school catalog (see *Catalog*, Student Grievance Procedure). JLD

I hereby acknowledge reading the above referenced statements and understand my rights and responsibilities as a student at RSHT. I also acknowledge that I received a copy of RSHT's *Catalog* and my Enrollment Agreement at the time of my enrollment. JLD

Student Signature [Signature]

Date 5/22/13